

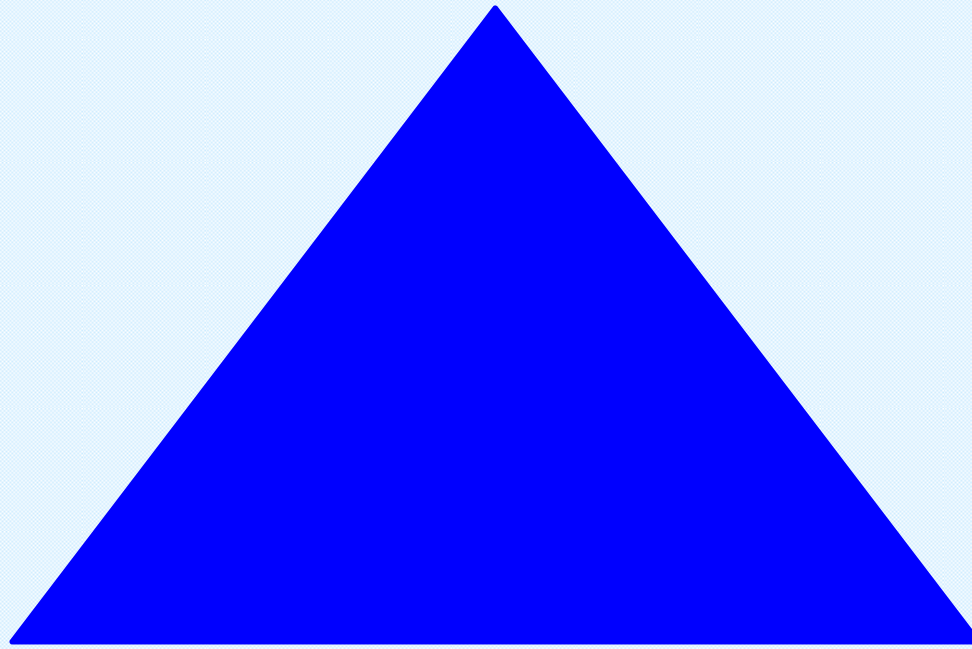
Our Future Under the Affordable Care Act (ACA) – June 2013 Update



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LOS ANGELES COUNTY
DEPARTMENT OF HEALTH
SERVICES
June 4, 2013

Our Overall Strategy for ACA: DHS Triple Aim

More Care

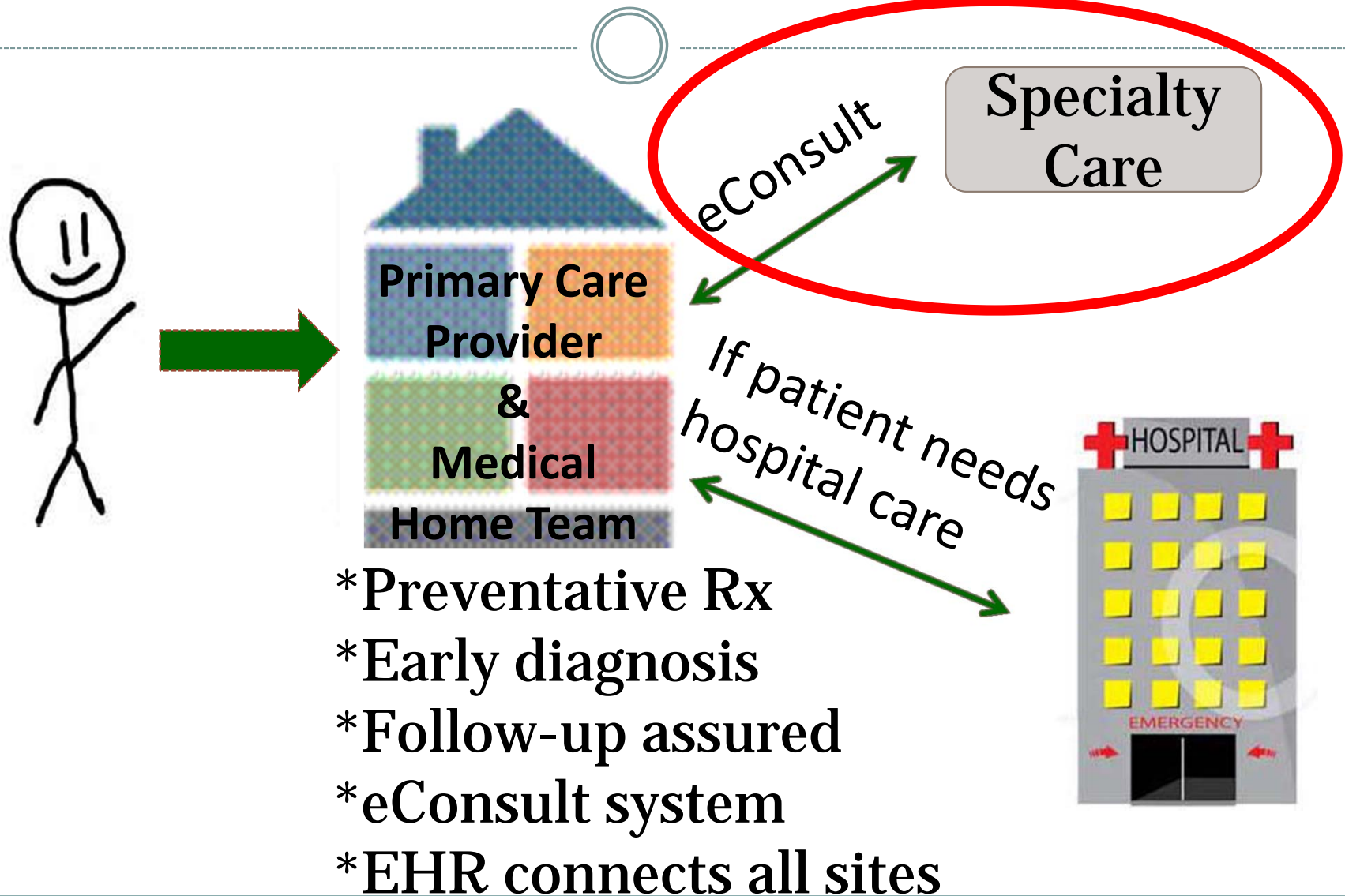


***Same
Quality***

***Same
Budget***

Integrated Care System:

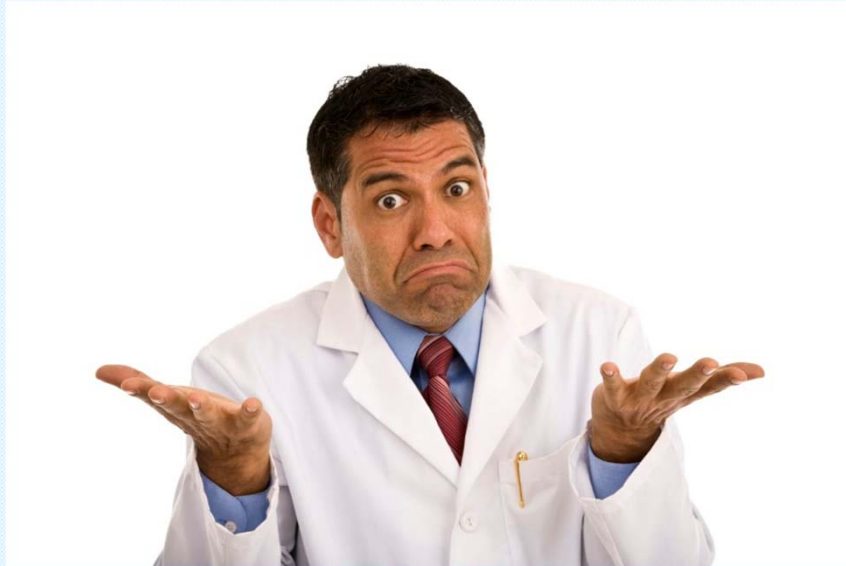
Right Care, Right Time, Right Location, Right Provider



Patient Mario

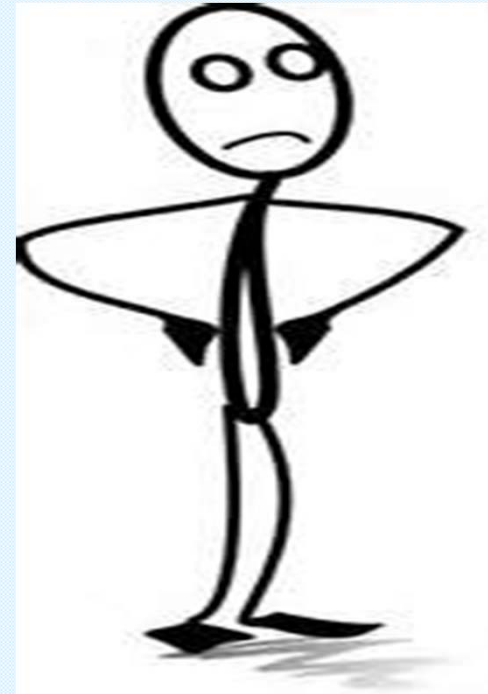


- **Mario receives primary care at CP or DHS**
 - 42 year old with Ulcerative Colitis
 - He has a *flare* in his condition
 - His PCP would like GI specialist input for the flare
- **The Problem**
 - Long wait time for GI clinic appointment
 - No good way for PCPs to communicate with specialists about possible consults or patients needing expedited attention



PCP

Unable to get timely
GI specialist
advice for Mario.



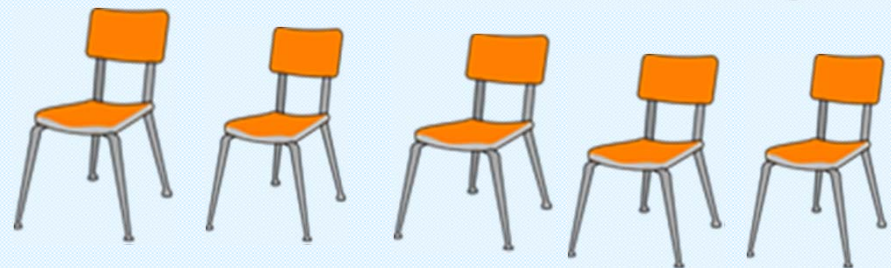
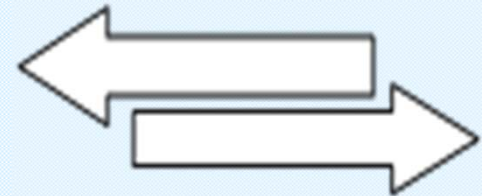
MARIO

Endures flare symptoms
while waiting for GI appt.
Symptoms so bad he goes
to the ER.

The Challenge of Specialty Care Access

- **How does a large, historically fragmented health care system address the issues of:**

- Long wait times for specialty services
- Lack of coordinated care between County and Community Providers
- High no-show rates to specialty clinics



What is eConsult?



- **eConsult is a web-based platform that allows PCPs and DHS specialists to:**
 - securely share health information
 - discuss care options for individual patients

- **Goal of eConsult is to:**
 - provide timely and coordinated specialty care services for patients with specialty care needs

PCP submits eConsult to GI for Mario



GI Specialist logs onto secure eConsult portal to view request for specialty assistance



**Specialist reviews and responds to PCP < 72 hours:
requests more info, recommends treatment,
or requests face to face visit**



Back and forth communication between PCP and Specialist until Mario's issue resolved

Benefits of eConsult



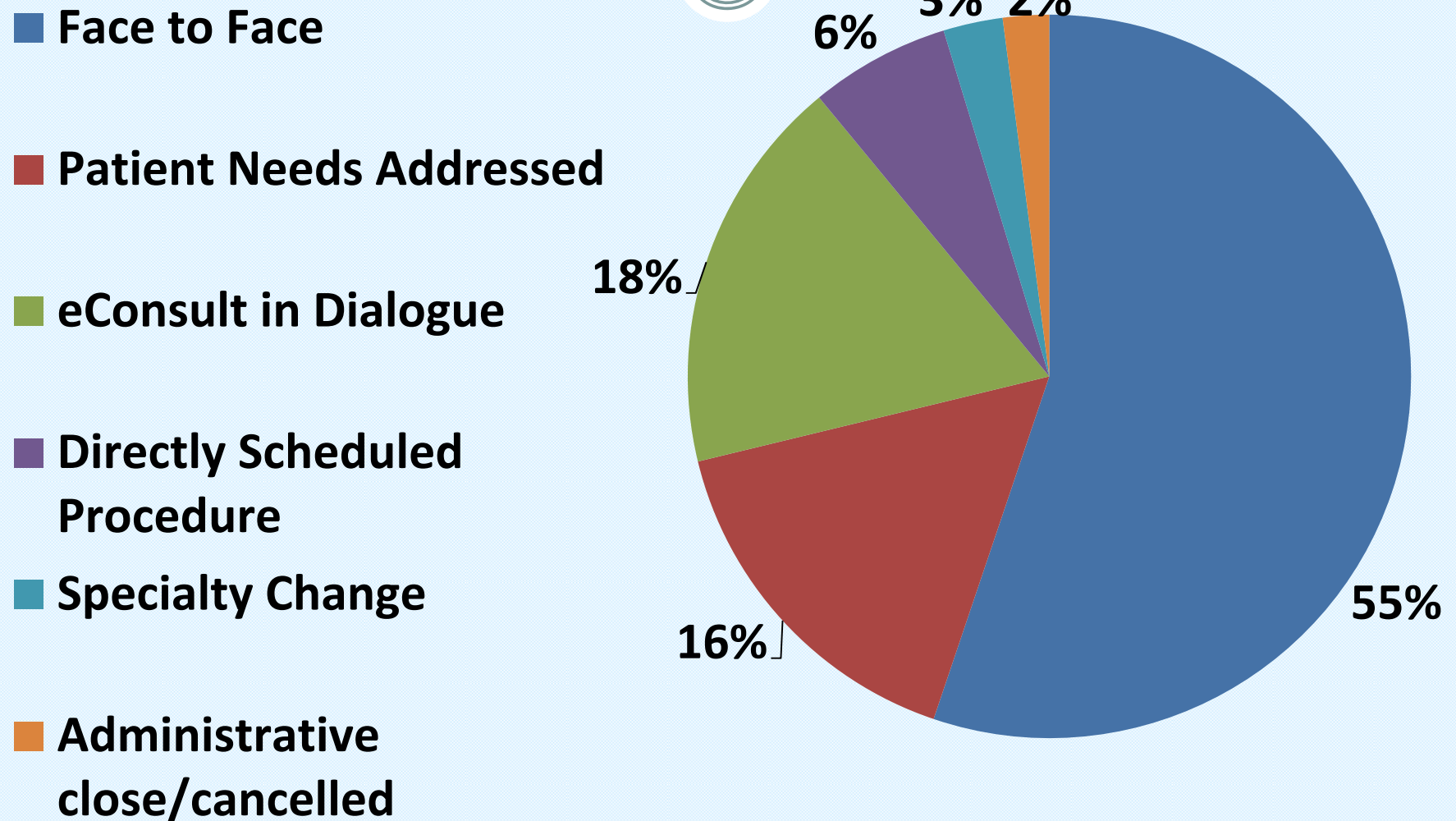
- Enables dialogue between PCPs and Specialists around the needs of a specific patient
 - Allows co-management of complex patients
- Enables timely specialty care - ***input from specialist within 72 hours***
- Reduces avoidable specialist visits
- Optimizes quality of first specialist visit
- Cuts no-show rates and cancellations

eConsult Accomplishments



- **Average time for Specialist reviewer to respond to PCP: *Less than 48 hours***
- **Over 950 PCPs at 97 sites (40 DHS/57 CP)**
- **10 DHS Specialties on so far**
 - Cardiology, Dermatology, Gastroenterology, Gynecology, Nephrology, Neurology, Obstetrics, Ophthalmology, Podiatry, Urology
- **Over 14,000 eConsults submitted to date**

Submitted eConsults to DHS (n = 15,218)



Feedback on eConsult



- **Community Partner Medical Director –**

“eConsult has been a blessing and the providers are thoroughly enjoying the opportunity to learn new patient management strategies from the specialty providers. The best part is our patients aren’t waiting over six months for consultations!”